



**Australian Government**

# **PMAOMIR323 Manage communication systems during an incident**

**Release: 1**

# PMAOMIR323 Manage communication systems during an incident

## Modification History

Release 1. Unit code and Application changed. Performance Criteria changed. Range of conditions removed. Assessment Requirements changed. Supersedes and is equivalent to PMAOMIR321 Manage communication systems during an incident.

## Application

This unit describes the skills and knowledge required to manage and maintain availability of effective communication systems during an incident, such as telephone equipment, mobile phones, radio systems and email.

This unit applies to autonomous operators who are required to demonstrate a significant understanding of the process and the equipment to provide for and maintain communication needs during an incident.

This unit applies to an individual working as part of a team or group, and working in liaison with other shift and emergency response team members, and the incident commander and control-room operator.

No licensing or certification requirements exist at the time of publication. Relevant legislation, industry standards and codes of practice within Australia must be applied.

## Pre-requisite Unit

Nil

## Competency Field

Incident readiness and response

## Elements and Performance Criteria

| Elements                                         | Performance Criteria                                                                                                                                                                                                                                          |
|--------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>                                                                                                                                                        |
| 1. Provide communications systems                | 1.1 Identify stakeholders in the incident management process<br>1.2 Identify the communication needs of these stakeholders<br>1.3 Acquire, set up and put into operation the communications systems<br>1.4 Support personnel to use the communication systems |

| <b>Elements</b>                                  | <b>Performance Criteria</b>                                                                                                                                                                                                                                                                                                                                                  |
|--------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>                                                                                                                                                                                                                                                                       |
| 2. Prepare contingency plans                     | 2.1 Review the incident information available to estimate possible future communication requirements<br>2.2 Prepare contingency plans for communication requirements, including all equipment, facilities, resources and people<br>2.3 Implement the contingency plans to ensure that systems are provided<br>2.4 Review and update the requirements throughout the incident |
| 3. Record the incident                           | 3.1 Maintain a chronological record of the incident, and the needs, resources and solutions required as the incident progresses<br>3.2 Write a report, including recommendations for the future, at the conclusion of the incident                                                                                                                                           |
| 4. Control communications systems hazards        | 4.1 Identify hazards in the work environment<br>4.2 Assess the risks arising from those hazards<br>4.3 Implement measures to control risks in line with procedures and duty of care                                                                                                                                                                                          |
| 5. Identify and respond to abnormal situations   | 5.1 Monitor equipment and process to identify actual and developing situations which may require action<br>5.2 Take action to remedy abnormal situations according to operating procedures<br>5.3 Complete required documents outlining abnormal situation management and corrective action taken                                                                            |

## Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

- Learning skills to select, plan and organise actions to manage systems.
- Reading skills to follow written procedures and documentation.
- Writing skills to complete written reports and documentation.
- Oral communication skills to liaise and coordinate with other shift and emergency response team members, the incident commander and the control-room operator.
- Technology skills to use communication equipment and systems.

Other foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

## **Unit Mapping Information**

Equivalent to PMAOMIR321 Manage communication systems during an incident

## **Links**

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=9fc2cf53-e570-4e9f-ad6a-b228ffdb6875>

# Assessment Requirements for PMAOMIR323 Manage communication systems during an incident

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## Performance Evidence

There must be evidence the candidate has completed the tasks outlined in the elements and performance criteria of this unit:

- at least 2 times, each in a separate work context.

## Knowledge Evidence

There must be evidence the candidate has knowledge of:

- organisational procedures, including:
  - incident, fire and accident responses
  - communication systems
  - emergency response plans
  - skills development and training
  - acquisitions and purchasing
  - reporting requirements
- internal and external stakeholders and their typical incident communication needs
- types of communication equipment and systems and their application
- equipment and process abnormal situations and required action
- contingency planning techniques to address problems and abnormal situations
- communication system hazards:
  - possible causes
  - potential consequences
  - risks
  - appropriate risk controls.

## Assessment Conditions

Skills must have been demonstrated in a simulated environment that reflects workplace conditions and contingencies. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including:
  - communication systems
  - emergency response plans

- abnormal situations must be relevant to communication systems.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

## **Links**

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